



Australian Government

SHBHREF002 Straighten and relax hair with chemical treatments

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to consult with clients, analyse hair characteristics and condition and to complete chemical treatments to reduce curl or wave in the hair. Treatments can be for untreated naturally curly or wavy hair or for chemically treated hair.

This unit applies to hairdressers and barbers with well-developed skills who work in hairdressing salons or barber shops. They use discretion and judgement to manage the client service and take responsibility for the outcomes of their own work.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Hair Reformation

Unit Sector

Hairdressing

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Consult with client and assess hair.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Access and review any existing client hair reformation history or create for new clients.
- 1.2. Determine, through discussion and questioning, nature of client dissatisfaction with current degree of hair curl or wave.
- 1.3. Discuss client preferences, and expectations of desired degree of relaxation of curl or wave using visual aids to assist.
- 1.4. Engage client in discussion about lifestyle and self-care

- factors that may impact on success of chemical reformation treatment.
- 1.5. Visually and physically examine and analyse client hair characteristics and condition.
 - 1.6. Identify contraindications to proceeding with chemical reformation treatment and explain any present to client.
 - 1.7. Consider the interplay of the elements and principles of hair design to visualise, communicate and recommend hair straightening treatments appropriate for the client.
 - 1.8. Obtain client agreement to proceed with recommended straightening services.
2. Select products and prepare for service.
 - 2.1. Use knowledge of hair biology and cosmetic chemistry, as it applies to hair reformation treatments, to ensure effective and safe use of straightening chemicals.
 - 2.2. Select chemical straightening, relaxing and matching neutralising products according to hair analysis to achieve desired degree of relaxation of curl or wave.
 - 2.3. Select and prepare equipment according to product instructions and relaxation methods to be used.
 - 2.4. Take personal precautions to prevent own skin reactions to reformation chemicals throughout preparation and reformation service.
 - 2.5. Measure and prepare reformation chemicals, according to product instructions and ensure minimal wastage.
 - 2.6. Apply wraps, towels and skin barrier cream to ensure client protection and safety.
 3. Apply chemical straightening and relaxing products.
 - 3.1. Maintain client and operator comfort and safety throughout reformation service according to organisational procedures.
 - 3.2. Apply pre-process fillers according to product instructions, where consistent with hair analysis.
 - 3.3. Apply chemical straightening product evenly in a predetermined pattern and gently comb hair without stretch.
 - 3.4. Time processing of reformation products, according to product instructions, check at regular intervals and judge when desired degree of relaxation is achieved.
 - 3.5. Prior to final development, gently smooth hair in a predetermined pattern using recommended smoothing technique indicated in product instructions.
 4. Rinse, neutralise and condition hair.
 - 4.1. Rinse hair thoroughly and evenly using tepid water to remove residual reformation chemicals.
 - 4.2. Complete the rebonding process using recommended smoothing technique indicated in product instructions.
 - 4.3. Measure, apply and process neutralising products, according

- to product instructions.
- 4.4. Rinse hair thoroughly to remove residual neutralising chemicals after specified product instruction processing time.
- 4.5. Apply conditioning products, according to product instructions.
- 4.6. Use water resources efficiently during service and safely dispose of hazardous and other waste according to organisational procedures.
5. Review service and provide home care advice.
- 5.1. Review service outcomes against client expectations and confirm client satisfaction with degree of relaxation of curl or wave.
- 5.2. Propose remedial action in response to any client concerns and post service analysis of hair condition and appearance.
- 5.3. Reach agreement with client on proposed solutions through positive and open communication.
- 5.4. Advise on after service maintenance and recommend home care products.
- 5.5. Update client history to include full details of reformation service.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

Skills	Description
Reading skills to:	interpret sometimes unfamiliar and detailed documents including organisational procedures, product instructions and safety data sheets.
Oral communication skills to:	ask open and closed probe questions and actively listen to effectively interact with client and meet their needs.
Numeracy skills to:	- calculate and record strengths, measure and apply correct amounts of reformation chemicals and neutralisers - manage application and processing times effectively.
Planning and organising skills to:	manage own timing and productivity to complete reformation treatment services within organisational service times.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=255d312b-db07-48f2-b6d6-1b0b06c42898>